ascom

Ascotel ISDN telecommunications system.
Individual telecommunications freedom.

Corporate freedom generates strong performance.

Efficient and reliable communications is increasingly becoming a decisive factor for success in daily competition. It calls for a communications system with maximum reliability and flexibility. Ascom's answer to this requirement is the Ascotel product family, consisting of a range of modular ISDN switching systems with a number of suitable terminals, add-on devices and applications with an attractive price/performance ratio. This modular, expandable Ascotel system can be quickly and easily adapted to new conditions thanks to a wide range of integrated interfaces and impressive features.

Good made even better.

Ascotel is already a very successful product family, with over 100 000 systems installed in Europe. The new generation of systems grew from Ascom's wide range of experience in ISDN telecommunications and promises further attractive and future-proof communications through the use of innovative and pioneering technology. With its user-friendly and easy-to-configure communications systems and terminals, Ascom meets the requirements of small and medium-sized enterprises in particular.

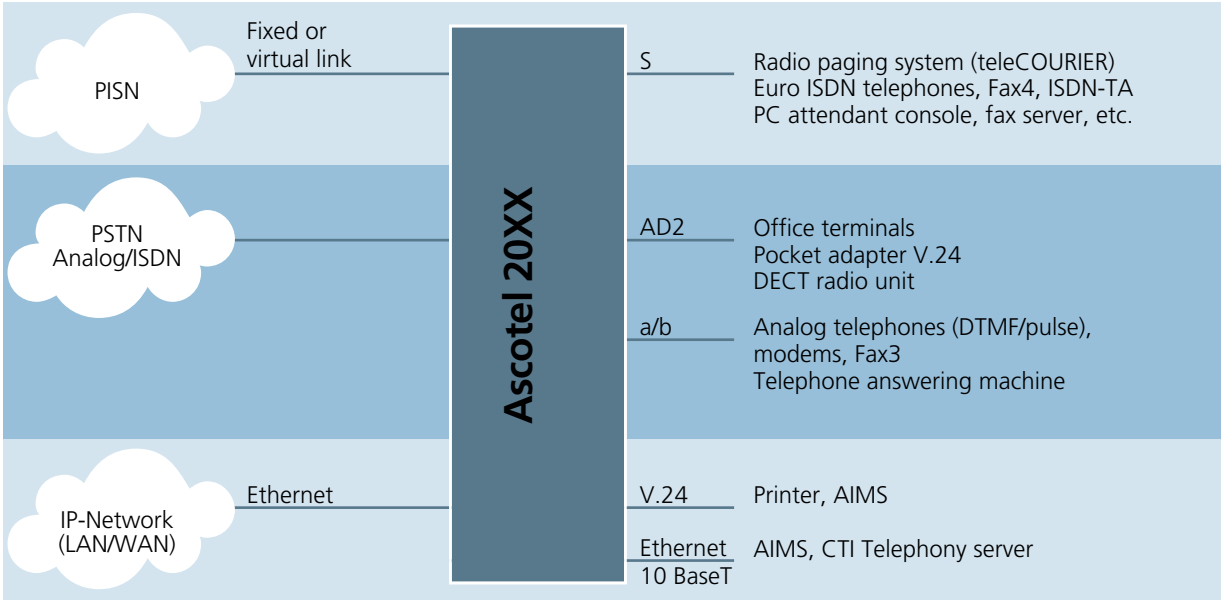
Tailor-made solutions.

Thanks to mature functionality and extremely flexible configuration capabilities, Ascotel is able to provide tailor-made solutions for the most varied organisational and operational customer requirements. And because Ascotel systems are completely modular and scalable, they can be adapted to new conditions, such as company growth or organisational changes, with minimum expense. This means that you can always be flexible to changes in the market and in your company without making large investments.

The heart of Ascotel systems.

The heart of an Ascotel telecommunications system is one of the three ISDN exchanges, Ascotel 2025, 2045 or 2065. These are state-of-the-art, highly efficient systems distinguished by their configuration and switching capacities: while Ascotel 2025 can handle up to 30 subscribers, Ascotel 2045 has capacity for 60 and Ascotel 2065 for 200.

Interfaces and terminals.



All-round compatibility.
Ascotel systems can be operated on digital (ISDN) or analog public networks, as a single system or networked over several locations. As well as the range of digital subscriber interfaces for connection of Office terminals, industry standard analogue and ISDN interfaces allow connection of a wide range of voice, fax and ISDN data terminals. For this reason, Ascotel is completely compatible with digital or analog telephones, with modems, PCs, fax machines or radio paging systems. Even door intercom and opening systems or music sources are compatible with Ascotel.

Convergence Strategy with IP.
To cater for the ever increasing demands for convergence of voice and data over the same network, Ascotel is "VoIP" (Voice over Internet Protocol) ready. Ascotel's optional AIP6450 module is an "IP Gateway" allowing voice calls to be routed over suitable Local or Wide Area Networks. This can eliminate call charges and greatly simplify System management, benfitting organisations with multiple locations.

Open for the environment.
Ascotel systems are open communications platforms that use international standards. Conformity to international standards is necessary so that a telecommunications system is also compatible with the terminals and devices of third-party suppliers and can be smoothly integrated into the customer's existing communications infrastructure. The key standards that Ascotel supports are DECT (Digital Enhanced Cordless Telephony, the standard for operation of cordless units), QSIG (the protocol for networking telecommunications systems from different manufacturers), Microsoft TAPI (Telephony Application Programming Interface, the application interface for computer-supported telephony) and H.323 (the standard for voice communications via an existing data infrastructure).

Business freedom has a system.

The secure system.
No company or organisation can manage for any length of time without a communications system. You can be sure that Ascotel will not leave you in the lurch if there is a power failure. The optional integrated UPS electronics ensure an uninterrupted supply of power.

The easy-to-install system.
There is always enough space for an Ascotel system. Thanks to its compact construction, it can be attached to a wall, or installed in a 19-inch rack together with other transmission and network equipment.

The highly efficient system.
Ascotel provides the whole range of telephony functions, always with the aim of making the external and internal telephone traffic as user-friendly and efficient as possible. Features such as call forwarding, team functions, user groups and deputy allocation, accommodate the fact that people are increasingly working in teams. Call charge functions are a further significant group of features. Call charges can be displayed on the terminals or printed out. Charges can also be reduced via telephone barring functions, office access restrictions and the powerful integrated least-cost routing function (LCR). One especially practical function is remote control, which allows you to control your office telephone from home, for example, to switch the call forwarding to your mobile on or off. It is also very convenient to be able to use other business telephones with a personal PIN code so that call charges are billed to the person making the call.

The user-friendly system.
Even the most efficient communications platform can only be put to good use if there is a range of compatible terminals. The Office family of terminals therefore also offers outstanding internal and impressive external value: As well as excellent design, all devices have the proven Foxkey principle, allowing intuitive operation without the need to study the operating instructions at length. Users feel comfortable with it straight away and never want to be without the offered convenience again.

Freedom means keeping track.

In the business world, telephone traffic can often get hectic. Making new calls, leaving messages, forwarding correct and complete information, noting telephone numbers and names, giving information quickly, and much more. Quick and well-managed call handling is a company's calling card. To allow you to achieve this and keep track of telephone traffic, Ascotel takes on some of the strain. The Office 1550 PC attendant console and the efficient Office 45 attendant set handle much of your work, giving callers the feeling that they have come to the right address.

Office 1550 PC attendant console. Time-saving telephone aid.
This PC-based attendant console supports full switchboard functionality. It gives you new capabilities for handling business calls correctly and efficiently. On the clear graphical user interface, you can see at a glance who is on the telephone, making internal calls or is absent. Calls can be answered and put through at the touch of a button or click of the mouse, and all internal and external telephone directories are available in an instant. The best part is that PC programs, such as word processing and spreadsheet applications, can be used at the same time without losing a single call. This means that you save time and money without losing track.

Office 45 attendant set. Well connected.
Office 45 is an alternative option to the PC attendant console, but is just as convincing for handling daily telephone traffic. The compact device has an eight-line display that can show waiting calls, the call list or engaged subscribers, as required. Office 45 also provides information on calls in the queue, such as the time of the call, the number and – if stored – the name. The optional alpha keyboard and expansion keypads increase ease of operation when creating or editing telephone lists, writing text messages, etc. In addition, the customer himself can carry out basic system Programming for example "Moves & Changes" via the Office 45, without having to call in a specialist. For example, when a new employee takes over the telephone of their predecessor and the old number is to be shown with the new name.

Freedom with each terminal device.

Just what you need.
The Office system terminals meet all your needs both with regard to the numerous functions and the ease of operation. The range of desk telephones extends from the economical basic model to the high-powered luxury model. Mobile devices range from the elegant lightweight model for use in the office to the robust industrial model.

Office desk telephones. A strong family at a glance.

Office 10.
High tech at low cost.
This economic alternative to analog telephones can be wall mounted or placed on the desk.

Office 25.
An understatement that promises much.
This space-saving telephone has an attractive price/performance ratio.

Office 35.
Extra features for frequent callers.
This device has advanced functionality and can easily cope with a large volume of calls. It is also particularly suitable when teams are jointly responsible for customer contacts.

Office 45.
Meeting the highest demands.
The Office 45 terminal device is not called the "boss" telephone for nothing! It is a versatile telephone featuring a large display, 22 number and function keys, extensive telephone directory and high-quality hands-free function. It is therefore suitable for use as an advanced feature telephone, as a key set or as an attendant telephone set. Office 45 is also available in the Office 45pro version, which additionally has a backlit display. Office 45 and 45pro allow the customer to make common settings directly on the system, thus dispensing with consultation by a specialist.

Options.
For even easier telephoning.
Expansion keypads increase the operating convenience with additional, configurable number or function keys. An alpha keyboard provides extra convenience when selecting names, generating telephone lists, writing text messages, etc.

Office 20, 30, 40 and 100 telephones can continue to be used.

Cleverly thought-out.
Thanks to the cunning Foxkey and identical menu guidance on all sets, the Office telephones are easy to operate at the touch of a button, without the need to consult the operating instructions.

Attractive design.
The Office series was awarded the iF design prize for its ergonomic and well thought-out designer telephone sets.

The art of functionality.
Office telephones offer a great deal, even if the space-saving compactness of some models is deceptive. To list but a few of the many advantages, integrated team functions, caller and call lists, a private telephone directory and a hands-free function, which with the Office 45 achieves the highest voice quality, are all available. Other functions that the user will no longer be able to do without include sending text messages and dialling by name. Both are particularly easy with the alpha keyboard that is offered as an optional extra with the Office 35, 45 and 45pro models.

Freedom means staying in touch without being tied down.

Office 130 and 130pro.
Mobility in the workplace.

Ascotel has taken the need for mobility fully into account with its digital cordless solution (DECT). DECT technology is seamlessly integrated into the system and is available for the entire Ascotel family. This attractively designed mobile Office telephone means that you can stay in touch even if you are elsewhere in the company. At 130 grams, the Office 130 and 130pro models are particularly lightweight. Employees who also wish to remain discreetly available in meetings will be especially thankful for the vibra-alarm on the Office 130pro.

Office 150.
Heavy-duty.

This spray-proof and shockproof Office 150 handset, with vibra-call or as an intrinsically safe version as required, is GAP-compatible and is especially designed for use in heavy industry.

Distinguishing features.

Practically all Ascotel system features are also available on the cordless sets. All cordless versions include long standby and talk times, as well as the clever Foxkey. As on the Office desk telephones, this intuitive user guidance function forms the basis of the calling convenience of the Office cordless models.

The choice is yours.

All Office cordless telephones have a backlit display; Office 130pro also has an illuminated keypad. The handsets are charged directly using a mains adapter and, as with the Office 150, the telephone can be used with a headset. The intelligent Twincomfort function ensures that calls can follow you wherever you go. As soon as you leave your desk and take the cordless phone from its charging station, calls are automatically forwarded from your desk telephone to the cordless handset and vice-versa. The call lists and telephone directory entries are also transferred. Office 130 and Office 150 can also be used directly in the charging station. Both these models also have a hotkey feature to allow direct access to six numbers or functions and the low-volume ringing and vibra-call functions further enhance their powerful range of features.

Freedom means optimal networking.

Many companies have their offices spread over several sites. The Ascotel systems in the various company premises can be linked together as a private corporate communications network. This brings advantages within the company, since work processes can be executed more quickly and efficiently even at a distance. However, customers and business partners benefit most from the optimal networking in a large company, because they can always be directly connected to the right person, regardless of the latter's location.

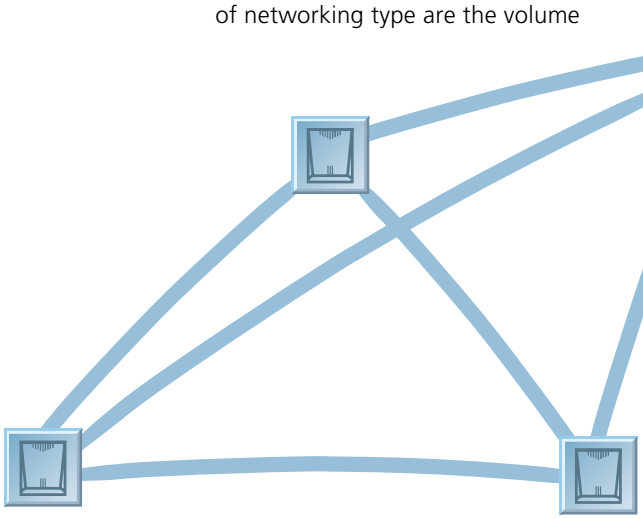
Company-wide communication – as if under a single roof.

Thanks to Ascotel's system networking, employees at different company sites can call each other using an internal extension number or by inputting a name, just as if they were in the same building. Because Ascotel uses the internationally standardised QSIG protocol, networking with other manufacturer's telephone systems is also possible. For the same reason, advanced features such as inquiry call, call transfer and call back if the called party is engaged, are also guaranteed.

The optimum networking concept for every situation.

Ascotel networking concepts provide optimum solutions for customers, always taking into consideration the existing technical, organisational and tariff-related requirements. Decisive factors in determining the choice of networking type are the volume and type of communications between the premises. There are several distinct possibilities for selecting the optimum network.

Ascotel systems can be connected to an existing IP data network that is suitable for voice traffic (networking over IP), whereby the connection costs to the ISDN network operator and the rental costs for fixed lines do not apply. However, the systems can also be networked via digital leased lines, whereby only the rental cost is incurred. As a third option, Ascotel provides "virtual" networking via the public ISDN switched network. This final solution is only advisable between premises that only generate a small amount of traffic.
Virtual networking is also used to connect employees working outside the premises to the company systems. Staff networked in this way can be easily reached on their internal extension number. If they call into the company they are signalled as an internal caller with their name.
Some network operators offer a private numbering plan (PNP). Together with ISDN added value services, the customer has access to a virtual PBX. This can easily be integrated into a private network.



Availability at peak times.

For cost reasons, network resources are generally set up for a medium volume of telephone traffic within a network. In order to guarantee sufficient capacity at peak times, Ascotel is able to route excess traffic via the public switched network if necessary.

Freedom means linking the telephone with the computer.

For Ascotel's open system architecture it is actually just the next logical step – Computer Telephony Integration (CTI). Based on Microsoft's standard TAPI-2.1 protocol, the Ascotel first and third-party interfaces support commercially available TAPI-2.1-CTI applications. This improves access to information when in direct contact with customers and, in particular within companies with intensive communications, for developing a more efficient order process. Ascotel Computer Telephony Integration combines telephony and data in small and medium-sized companies into one functional and purposeful process.

Third-party Computer Telephony Integration (CTI).
PC-supported telephony.

Ascotel's computer telephony integration is based on three fundamental components: The Ascotel third-party CTI interface, the Microsoft telephony server (part of Windows NT) and task-oriented CTI applications. Whereas the stand-alone terminal solution (first party) requires every PC to be directly connected to a telephone, the multiple-terminal solution (third party) needs only a single link between Ascotel and the telephony server. The existing infrastructure of Ascotel Office terminals can be easily linked to the computer-supported telephony system.

One step ahead with Ascom Office Call.
The Ascom Office Call application effectively supports customer telephone contact by accessing existing customer data. When an incoming call is received from a customer, the relevant data appear automatically on the screen. This means that the sales or service staff are well informed before answering the call and can deal quickly and efficiently with the caller.

More efficient calling.
Ascotel's third-party CTI interface increases the possible number of outgoing telephone calls with its automatic dialling capability, for example, directly from a central database. This Power Dialer option is an efficient and therefore profitable solution particularly for call centres or in telemarketing in particular. Whole lists are dialled directly and the numbers not reached are stored in a repeat list so that they can be called again later.

Directly to the correct person.
If you sell your products or services in several different language regions, it is advantageous to have calls received by the customer advisor responsible for the relevant region and product. The Ascom Agora call centre application meets these requirements exactly. This brings clear advantages, particularly when dealing with regular customers, as they can be served more quickly and in a more individual manner. For example, the order service can be channelled to save time. In addition, intelligent call distribution allows calls to be shared more equally among staff.

Freedom means always being well informed.

Business telecommunications are intensifying, the number of calls grows by the day – and is increasingly exceeding available capacity. The integrated Ascotel Voice Mail System can offer valuable support in these circumstances. It guarantees efficient call management in small and medium-sized businesses and provides increased availability around the clock.

Your personal assistant.
The Ascotel Voice Mail System provides up to 128 staff with a personal answering machine function. If the called party is absent, messages can be left in the individual mailboxes and picked up at any time from within the company or from outside. Depending on the settings chosen, calls are recorded, inquiries channelled or information simply passed on to the called party.

Keeping in touch.
Being far from the workplace does not have to mean being away from the information flow. With the Ascotel Voice Mail System you can always keep up to date, even if you are somewhere else. You can dial into your personal mailbox from outside and pick up messages using your password. Or the system can automatically call you anywhere you choose when a message has been left.

Right to the point.
If callers reach the required person directly, then time, money and patience are saved. Ascotel's Voice Mail System answers every call and correctly assigns it to the required person, the mailbox or the audio text information. The support and switching capabilities of the Ascotel Voice Mail System mean that productivity increases. The advanced call connection features of the Ascotel Voice Mail System provide an efficient automatic answering service. No wonder from a system that is capable of much more than just taking a message.

Automatically customer-friendly.
The Voice Mail System goes one step further than an automatic attendant console. It can record up to 39 different spoken messages and play them at certain times depending on the company circumstances, such as breaks or holidays. The caller can select criteria such as language, department or information requested and is connected accordingly. Your staff will be relieved of routine work and standard information requests, for example repeatedly having to inform callers about opening times and office hours, or company address and directions.

Easy operation.
Since the Ascotel Voice Mail System is fully integrated in the Ascotel telecommunications system, easy installation and efficient maintenance are guaranteed. In addition, it can be easily controlled and operated from an Office terminal. It is easy to configure and has flexible applications that can be adapted for any type of business.

Freedom means having the system under control.

A good communications system is one that can be adapted to new conditions in the company. The Ascotel system therefore not only guarantees outstanding performance of all products, but also has a high degree of flexibility: All systems can be easily planned, configured and monitored using the AIMS (Ascotel Information Management System) software package. AIMS is modular and comprises various program managers. These are the tools with which a system is set up and tailor-made for every requirement.

Information and management systems (AIMS).
Tools for system settings.

The Ascotel AIMS software package includes several integrated program management functions, which the telecom specialist can use on-site or remotely for setting up the system. Configuration data can be changed during operation, and labels for the terminals can be printed, to name but a few of the varied functions that can be easily and quickly performed using AIMS.

Prompt installation to your requirements.
Your engineer will clarify how many staff are to be connected to the system, how many desk telephones they require, whether cordless telephones are required, how much incoming and outgoing telephone traffic is to be expected, etc.
Finally, your system will be dimensioned directly and quickly on site by a project manager and the most favourable configuration can then be determined.

Uninterrupted service with off-line configuration.
Your engineer can also make configuration changes off-line. This means that he configures system setting and then load them remotely at a convenient time so that service is not interrupted during office hours.

Always state-of-the-art.
With the upload manager, you are able to have your system updated to the latest technological status at any time, as the embedded software system can be easily and remotely updated by your installer. As there is no need to exchange memory modules, both time and money are saved.

Control at a glance.
Thanks to the event manager, a telecom service centre can receive and monitor system messages from your Ascotel system from a central location. Problems are therefore detected immediately and intervention can be made in good time.

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Individual telecommunications freedom.

Feel free to order our demo software!

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Austria, Belgium, Denmark, Finland, France, Germany, Greece, India, Italy, Netherlands, Norway, Portugal, Sweden, Spain.

The advantages of Ascotel:

- ISDN telecommunications system for small and medium-sized companies in all sectors.
- High availability, thanks to mature technology.
- Modular design with step-wise expansion capabilities.
- Broad range of terminals with intuitive user guidance.
- Compact designer telephones.
- Emphasis on comfort and team functions.
- Integrated cordless telephony with the DECT standard.
- Integrated voice mail system.
- Networking via fixed or virtual connections.
- Networking over IP (NoIP).
- Choice between attendant telephone set and PC attendant console.
- TAPI interface for computer telephony integration.
- Open system architecture supporting international communications standards.
- Efficient system management.
- Remote maintenance/alarm systems.
- Wall mounting or installation in a 19" rack.
- Optional uninterruptible power supply (UPS).
- IP ready.

Summary of Ascotel modules:

	Ascotel 2025	Ascotel 2045	Ascotel 2065
Expansion slots	2	5	14
Total subscriber interfaces (AD2, S, a/b)	16	40	160
Subscriber interfaces AD2	12	26	160
Subscriber interfaces S	7	11	32
Subscriber interfaces a/b	15	23	84
Subscribers with own number (incl. DECT subscribers)	30	60	200
Radio units	4	32	32
DECT subscribers	20	40	80

Certified Quality System

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Product availability and technical specifications subject to change without notice.

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